

Job Aid: KidsCare Productivity Standards

Introduction This job aid explains the updated productivity standards for Program Services Evaluators (PSEs).

Effective Date Updated Productivity Standards are effective immediately.

Standards The table below identifies productivity standards (weekly dispositions) for in-office and Virtual Office staff:

	In Office	Virtual Office
PSE I*	71-77	78-84
PSE II	78-82	85-90
PSE III	83-86	91-95

** Productivity Standards for a PSE I are effective after the PSE has completed Renewal/DES Denial/Change training.*

Example The following is an example of how productivity will be evaluated:

PSE III, In-Office
Month of September

Week of September 4	79 Dispositions	95%
Week of September 11	80 Dispositions	96%
Week of September 18	100 Dispositions	120%
Week of September 25	55 Dispositions	66%

For the month of September, productivity averaged 94%.

New Hire Standards The table below identifies the productivity standards for new hires prior to Renewal Training:

Months	Percent of Standard	In Office	VO
1-3	25%	18	20
4-6	50%	36	40
7-9	75%	54	59
10-12	100%	71	78
